

Help with Junk Mail

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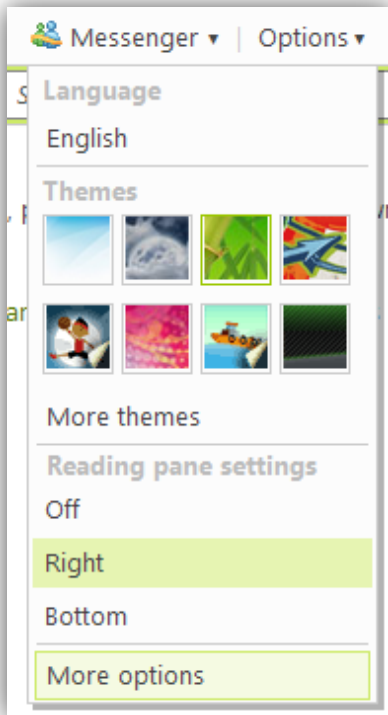
Some emails from campus, particularly messages from Blackboard or WebAdvisor may end up in the "Junk Mail" folder of a student's Mounties Windows Live Mail/Hotmail account. Additionally, sometimes email from a student's "Mounties" account may find its way in the "Junk Mail" folder in an employee's Outlook or OWA. Below are simple instructions on how to make sure that campus mail ends up in your inbox, and not the "Junk Mail" folder.

Why are these messages going to Junk Mail?

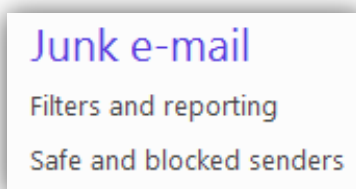
Hotmail and Windows Live mail have built in filters that do their best to determine if an email "might" be junk mail. Unfortunately, some of the emails sent from the Blackboard system or WebAdvisor contain subjects that the filters think could be junk mail. Another cause is using no subject line, or a short subject line such as "Hi" or "Hello". Hotmail/Windows Live Mail allow you to change the default settings of your Junk Mail filter through their "Option" tabs. Lowering these would probably help, however other mail you do not want may get through. The best way to make sure these and other campus messages are not "Junked" is to put the campus mail domains on a "Safe Sender" list.

Setting a "Safe Sender" rule through the Hotmail/Windows Live interface.

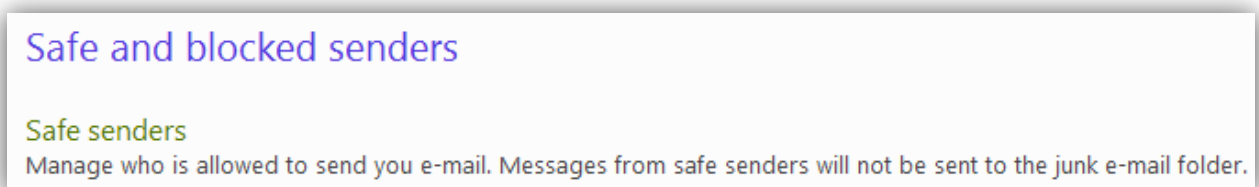
Login to Hotmail/Windows Live and select the "Options" category from the upper right corner. Click on "More Options".



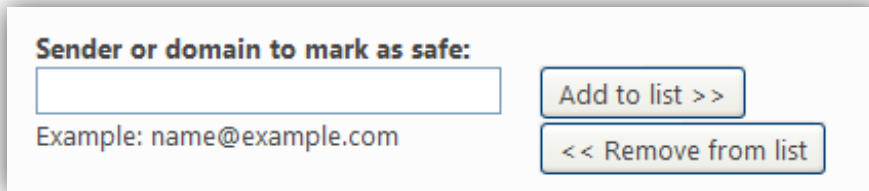
From the "Junk e-mail" section, select "Safe and blocked senders"



On the Safe and blocked senders page, select "Safe senders".

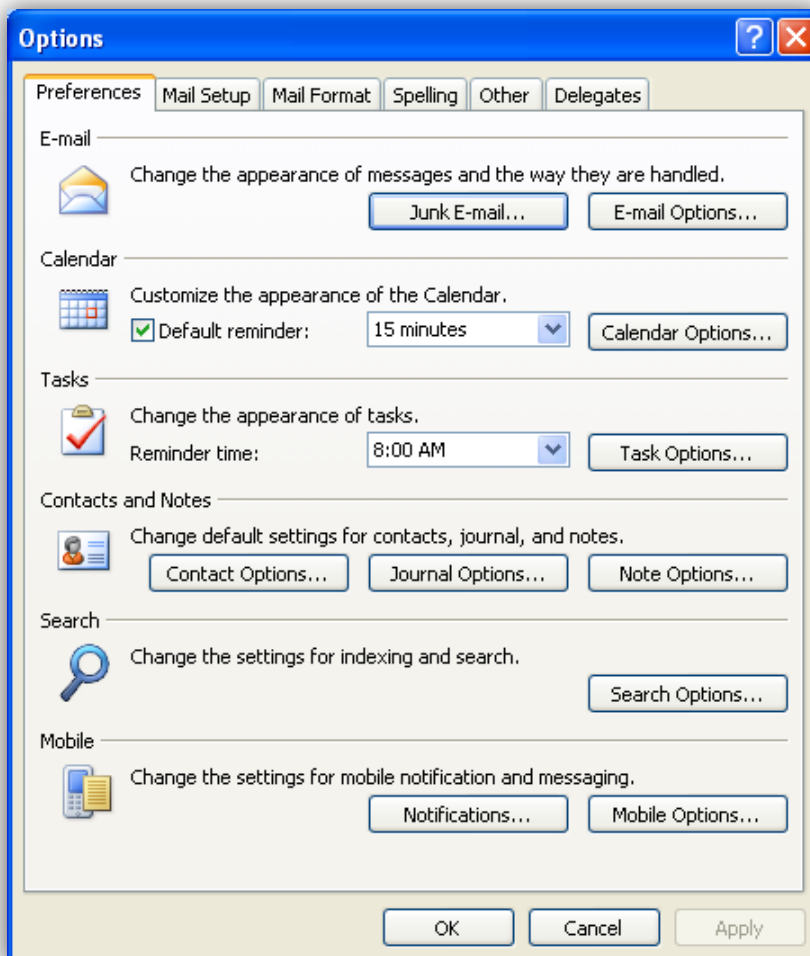


Type "@mansfield.edu" in the text box and click "Add to List >>".

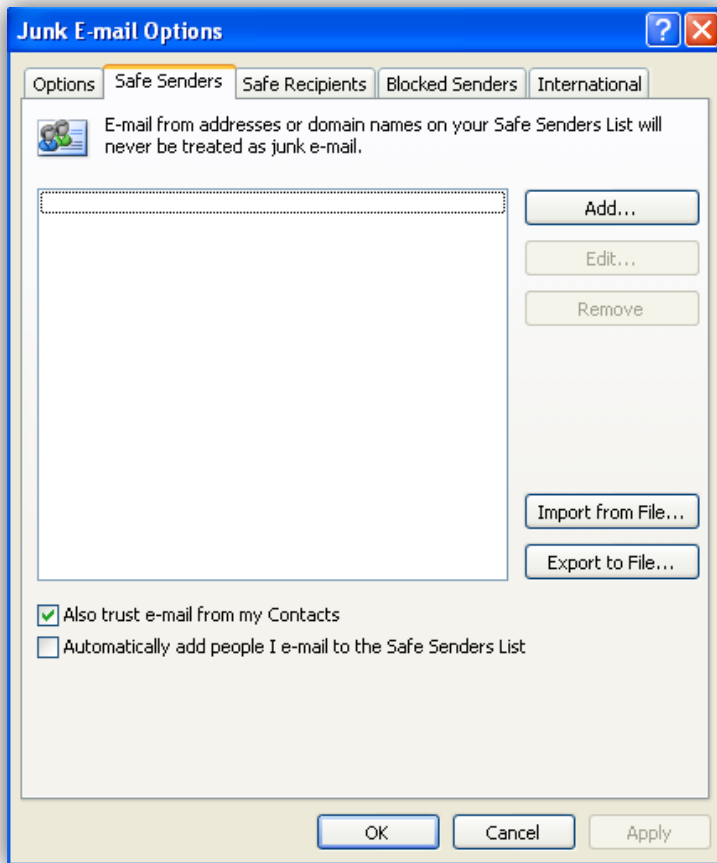


Setting a "Safe Sender" rule in Outlook 2007.

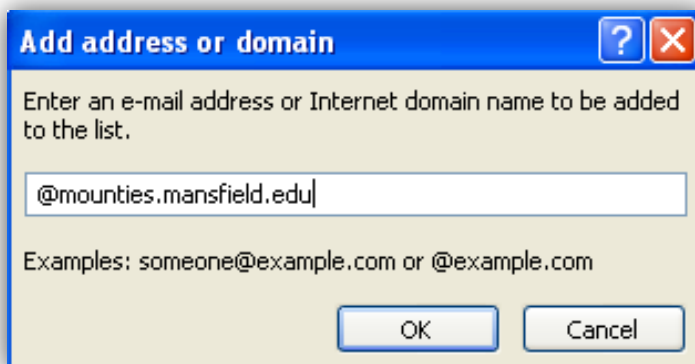
Select "Options" from "Tools" on the Outlook toolbar. Click on the "Junk E-Mail" button on the "Preferences" tab.



On the "Junk E-Mail Options" tab, select "Safe Sender", and click on "Add"

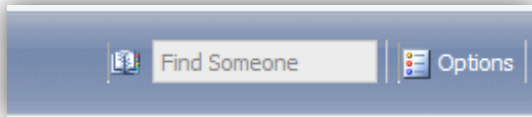


In the "Add address or domain" window, enter "@mounties.mansfield.edu". You do not need to "@mansfield.edu". Click OK.

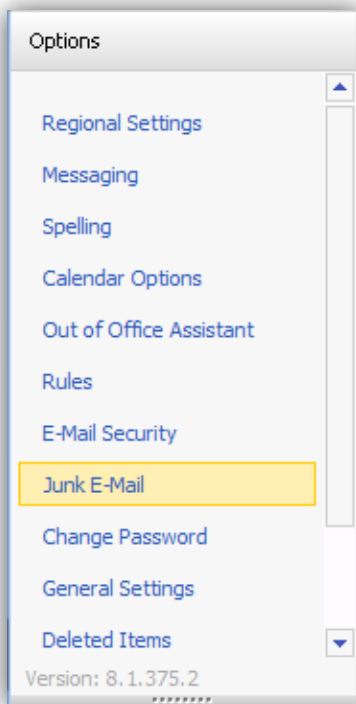


Setting a "Safe Sender" rule in Outlook Web Access.

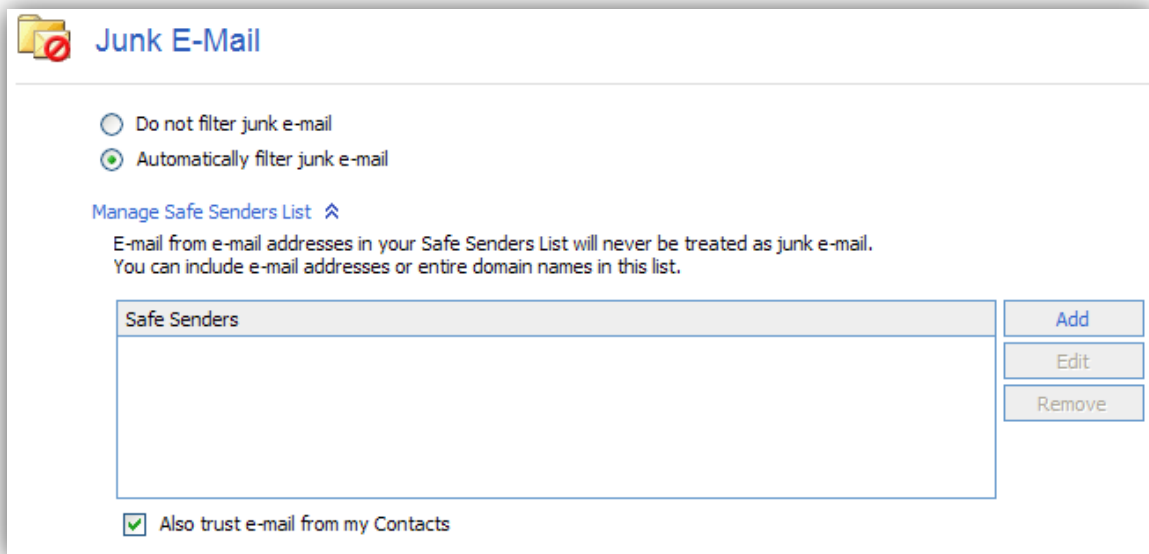
Log in to OWA, and select "Options" on the upper right menu bar.



On the Options screen, select Junk E-Mail in the left hand side list.



Under "Manage Safe Senders List", click "Add"



Type "@mounties.mansfield.edu" in the yellow box and press Enter. You do not need to add "@mansfield.edu"

